

## **PowerSchool and Virtualized Server Environments**

Pearson's VMware Hardware and Software Requirements & Configuration guide outlines the virtual server environments known to be conducive with very specific large-scale implementations of PowerSchool. The benefits of leveraging server virtualization and the wide range of options available to our customers even outside of this document are recognized by Pearson as potentially viable solutions.

While we do not test and collect data for all virtual-server solutions, we do believe that our application lends itself well to server virtualization, allowing it to make more efficient use of available hardware resources beyond what is sometimes possible with a single install on dedicated hardware. As a result, we encourage our customers to pursue virtual-server solutions when they make sense for meeting business needs.

### **A note on technical support for PowerSchool in a virtualized server environment:**

Pearson will provide application support for PowerSchool when it has been deployed within a virtualized server environment. However, direct support for the configuration and performance of virtual-server environment itself is not provided by Pearson within the definition of PowerSchool Technical Support.

What does this mean?

If Pearson Support, through the course of a technical support interaction, suspects an application, performance, or stability issue related to inadequate system resources or virtualization, it would be the responsibility of the district server administrator to address these issues, whether the root of the issue be physical or virtual in nature. In the event that the cause of such an issue cannot otherwise be identified, it may ultimately become necessary to isolate the PowerSchool installation to dedicated hardware, removing virtualization from the environment, in order to rule out any virtualization-induced issues. If this becomes necessary, the customer will assume any and all responsibilities and/or costs associated with the redeployment of PowerSchool and its associated resources.

To conclude, while Pearson promotes the use of its PowerSchool product in conjunction with server virtualization, our stance is one that assumes customer subject matter knowledge of, as well as ownership and responsibility for, the virtual-server solution on which it has been deployed.